GOVERNMENT OF INDIA
URBAN DEVELOPMENT AND POVERTY ALLEVATION
LOK SABHA

UNSTARRED QUESTION NO:5478
ANSWERED ON:29.04.2003
SETTING UP OF MONITORING CELL
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Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVATION be pleased to state:

(a) whether any monitoring cell has been set up to receive information about the illegal construction in Delhi;

(b) if so, the details thereof and the telephone numbers on which the information in this regard can be given;

(c) the number of advertisements issued by the Government to make the people aware in this regard and the steps taken by the Government to give it wide publicity;

(d) the number of cases filed with this monitoring cell in Delhi, during the last three years; and

(e) the officers authorised to review the functioning of this cell?

Answer

MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT & POVERTY ALLEVIATION (SHRI PON RADHAKR)

(a)to(e): As reported by various agencies such as DDA, NDMC& Delhi Cantonment Board, Monitoring Cells have been setup by them to receive information about the illegal constructions. The deails are as under:

DDA:DDA has set up a Control Room at D-Block, GroundFloor, Vikas Sadan, INA, New Delhi to receive complaints about unauthorised constructions/encroachments on its land. The Control Room works from 6 AM to 10 PM on all days.Complaints are received on the telephone numbers of Control Room given below:

24690431/Extn. Nos. 2330, 2473 & 2181.

The complaints so received are forwarded to the concerned officers for taking immediate action. The DDA has notissued any advertisement in this regard.

14 complaints have been received on telephone/in writing since inception of the Control Room in November 2002.

NDMC:NDMC has installed Integrated Voice Response System (IVRS) to receive complaints including those relating to illegal construction. In addition, there is a Control Room toreceive complaints pertaining to various civic services including those related to illegal constructions. The information can be given to:

(i) Central control Room

Ph: 23348300, 23348031
51501355-60/2276

(ii) IVRS: 5252525252

(iii) Unauthorised Construction Cell; Under Chief Architect, Ph: 23742984

(iv) Website: www,ndmc.gov.in

The Complaint Cell is headed by director (PR).During the last three years, NDMChas released 4 advertisements in newspapers at various intervals.

During the last three years, NDMChas received 324 complaints of various nature in the Central Control Room. Director (PR) heads Complaints Cell who submits a report regarding disposal of complaints to the Secretary/Chairperson, NDMC.

DELHICANTONMENT BOARD:No formal Monitoring Cell has been set up to receive information about the illegal constructions in the Delhi Cnatonment Board. However, the Engineering Branch has been entrusted with the responsibility of detection/prevention of illegal constructions and proper vigil is exercised to curb unathorised constructions.

MCD: The information is being collocted.